

W. 01303A-09-0343
SW. 01303A-09-0343

ORIGINAL



0000103280

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (623) 628-6000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 83888

Date: 12/21/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Robert Last: Vaage

Account Name: Robert Vaage & Cynthia Thomas

Home: (623) 664-4200

Street:

Work:

City: Anthem

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Arizona Corporation Commission

Contact Phone:

Nature of Complaint:

DOCKETED

*****ANTHEM WATER SYSTEM*****

DEC 23 2009

Docket Nos. W-01303A-09-0343
SW-01303A-09-0343

DOCKETED BY

*****Anthem Water System*****

From: bdvaage [mailto:]
Sent: Tuesday, December 15, 2009 1:56 PM
To: Utilities Div - Mailbox
Subject: State Docket number W-01303A-09-0343

Re: W-01303A-09-0343 Anthem Water Rate Increase

We were one of the first families to move to Anthem (bought in 1999, moved in in 2000). We were definitely led to believe that the utility infrastructure cost was included in the price of our home. Now I find that Del Webb apparently didn't provide the necessary infrastructure and Arizona American Water wants to raise our rates to cover this cost.

I believe infrastructure costs should be a Del Webb/Pulte responsibility and not my responsibility.

RECEIVED
2009 DEC 23 A 9:58
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Robert Vaage & Cynthia Thomas
[REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12-21-

Customer comments entered for the record and filed with Docket Control.

Emailed to Trish Meeter in Phoenix to docket.

Docket Nos. W-01303A-09-0343

SW-01303A-09-0343

FILE CLOSED.

End of Comments

Date Completed: 12/21/2009

Opinion No. 2009 - 83888

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83925

Date: 12/22/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Kurt Last: Swesey

Account Name: Kurt Swesey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

*** ANTHEM WATER AND ANTHEM/AGUA FRIA WASTEWATER DISTRICT ***

Customer sent the following -

From: kurt swesey [mailto:[REDACTED]]
Sent: Saturday, December 19, 2009 9:47 AM
To: Utilities Div - Mailbox
Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

This purposed increase is an outrage!

The rates out here are already through the roof. I am one of the first residents out her in Anthem (Oct. 99) and when we decided to move into this community it was due to the fact that utilities were reasonable. NOT anymore!!

If this rate increase is approved and with the economy the way it is, I will be forced to try and sell my home or walk away from my home.

My monthly bill currently is \$ 87.00 and with the purposed rate it will sky rocket to \$172.00. THAT'S OUTRAGEOUS!!!

VOTE NO on this increase NOW!!

Thank you,
Kurt Swesey

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 12/22/2009

Opinion No. 2009 - 83925

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83926

Date: 12/22/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Michael and Nancy Hardin

Account Name: Michael and Nancy Hardin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85086

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

*** ANTHEM WATER AND ANTHEM/AGUA FRIA WASTEWATER DISTRICT ***

Customer sent the following -

From: Michael and Nancy [mailto:[REDACTED]]
Sent: Sunday, December 20, 2009 9:14 AM
To: Utilities Div - Mailbox
Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

Gentlemen,

My wife and I are getting up in age and can't understand the extreme cost of water in Anthem. And now we hear that the cost is going to go up because we have a 1" water service instead of 3/4" or something like that? It is just the two of us in a small house and coming from Chicago, we couldn't believe the high cost of water compared to other areas of Phoenix much less in Chicago!

Please be fair to all residents and realize that we are paying dearly for water now and hopefully will pay only our fair share in the future.

Thank you in advance for your understanding.

Sincerely,
Michael and Nancy Hardin
Anthem, AZ.
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 12/22/2009

Opinion No. 2009 - 83926

W-01303A-09-0343
SW-01303A-09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2009 83927

Date: 12/22/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Jennifer **Last:** Martin

Account Name: Jennifer Martin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ **Zip:** 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

*** ANTHEM WATER AND ANTHEM/AGUA FRIA WASTEWATER DISTRICT ***

Customer sent the following -

From: Jennifer Martin [mailto:[REDACTED]]
Sent: Monday, December 21, 2009 11:53 AM
To: Utilities Div - Mailbox
Subject: Water Rate Increase Complaint, Docket number: W-01303A-09-0343

To whom it may concern:

I am a concerned Anthem resident who purchased our home new through Del Webb back in 2004. At no time throughout the closing process were we ever told about the water infrastructure and the ultimate impact it would have on our water rates. This newly proposed increase is egregious! If approved, it will seriously impair Anthem property values even further and take a huge financial toll on our already struggling community. It is unfortunately that Arizona American would even propose such an increase given the financial uncertainty that we all face. Shame on them!

My family already struggles every month to pay the bills. There is simply no extra money with which to pay this increase. Plain and simple. I fear we may be forced to move or, worst case, lose the house. I implore you to please reject this AAW request.

Thank you.

Jennifer Martin

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Controller - REIT's

Cole Real Estate Investments

Phone: [REDACTED]

Fax: [REDACTED]

e-mail: [REDACTED]

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 12/22/2009

Opinion No. 2009 - 83927
